



**IPSWICH LIBRARIES – ACCEPTABLE
BEHAVIOUR POLICY**

**DOCUMENT NO:
A4693668**

1.1 Objectives:

This policy outlines acceptable conduct and behaviours intended to:

- ensure the comfort, dignity and safety of users and staff of Ipswich Libraries
- maintain the security of Library facilities and property
- minimise disruption to Library services

The policy also outlines types of misconduct that may lead to exclusion from Ipswich Libraries facilities and/or services.

1.2 Regulatory Authorities:

- Ipswich City Council Local Law No. 7 (Local Government Controlled Areas and Roads) 2013
- *Subordinate Local Law No. 7. 1(Local Government Controlled Areas and Roads) 2013*
- *Libraries Act 1988*
- *Local Government Act 2009*
- *Work Health and Safety Act (Queensland) 2011*
- *Policies:*
 - Ipswich Libraries - Customer Exclusion Policy
- *Procedures*
 - Supervision of Children in Ipswich Libraries
 - Library Technology – Public Access Use Procedure

1.3 Policy Statement:

Ipswich Libraries provides a pleasant and safe environment for all. Everyone who uses the Library must treat the space, the facilities, and one another with civility and respect.

Parents and caregivers are responsible for ensuring that those in their care also conform to this policy.

GUIDELINES

For the comfort and safety of all users of Ipswich Libraries, library customers shall:

- Keep all valuables and personal property with you at all times. The Library is not responsible for lost or stolen items
- Place personal property carefully so as not to impede or block access for other customers or staff
- Adhere to all Library policies, procedures and guidelines
- Comply with directions given by Library staff

- Keep the volume of all conversations at a level that does not disturb others
- Use mobile phones and the internet with consideration for other Library customers
- Keep the volume on headphones at a level that does not impact other Library customers
- Wear appropriate attire at all times, including shirts and footwear
- Eat and drink in designated areas only
- Leave the Library promptly at closing time, and when directed by Library staff
- Behave respectfully towards other users and Library staff and in ways that will not impinge on their ability to enjoy the facilities and amenities

The following are not permitted at any Ipswich Libraries premises:

- Destruction, damage, misuse or theft of Library materials or property
- Persons under the influence of or use of alcohol or illegal drugs
- Unauthorised access to 'staff only' areas
- Disorderly, disruptive or boisterous conduct or excessive noise
- Violent, threatening, harassing or intimidating language or behaviour, including that of a sexual or discriminatory nature
- Poor personal hygiene that constitutes a nuisance to other persons
- Smoking, use of tobacco products or e-cigarettes
- Sleeping or loitering in the Library
- Misuse of Library furnishings and equipment
- Weapons of any kind (except by law enforcement personnel)
- Bathing or shaving or washing clothes in public restrooms
- Posting notices, distributing circulars or petitions, soliciting or engaging in any commercial activity, without prior written permission
- Photographing, filming or video recording of Library staff or Library customers on Library premises without prior written permission
- Pets or animals, other than service animals
- Using Library computers or network to access pornographic or offensive material or for any unlawful purpose
- Any other illegal or disruptive activities not specifically defined here

The above list is not intended to be exclusive. All Library staff are authorised to make judgements regarding individual or group behaviour. Unacceptable behaviour will be dealt with in accordance with the ***Ipswich Libraries Customer Exclusion Policy*** and the ***Ipswich Libraries - Customer Exclusion Guidelines*** and may include:

- Temporary or permanent suspension of Library privileges
- Temporary or permanent exclusion from Library premises and facilities
- Unlawful activity will be referred immediately to the Queensland Police Service

1.4 Scope:

The Policy applies to:

- Ipswich Libraries premises and anybody occupying those premises

- Communications with Library staff conducted from outside Library premises, by mail, telephone, email, other Internet service, or any other means

1.5 Roles and Responsibilities:

All library staff are responsible for implementing this policy consistently across all Library premises.

1.6 Definitions:

Ipswich Libraries or Library – refers to all branches and outlets of the Ipswich Libraries service, including the Mobile Library

Customer – refers to all users of the Library, whether or not the user is a Library member

Exclusion – means disallowing entrance by a person to all Ipswich Libraries premises

Library staff – means an employee or contract employee of the Ipswich Libraries

1.7 Policy Author:

Library Operations Manager

Date of Council Resolution: 27 February 2018

Committee Reference and Date: Policy and Administration Advisory Committee No. 2018(01) of 13 February 2018

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